

## Terms of Service

Wax removal via micro suction is considered safer than other methods such as syringing. However, syringing, irrigation, or probe removal may be undertaken if considered to be more appropriate by the clinician. Your ear wax removal will be performed by a trained clinician working to the protocols set out within The Hearing Lab Store's Aural Micro Suction Procedures Manual.

Incidents during ear wax removal are uncommon, especially with micro-suction. However, possible minor risks that can occur and are deemed to be acceptable include: small nicks to the ear canal which can result in minor bleeding, soreness, mild discomfort and short-term ringing in the ear (tinnitus). To ensure the risk of complication is minimal, it is essential that accurate past medical history is supplied to our clinicians. More serious risk to the ear or eardrum can occur if the client does not remain adequately still during the procedure. Clients should inform the clinician of any likely movements.

Further possible complications, side-effects and material risks inherent in the procedure include but are not limited to the incomplete removal of ear wax requiring a return visit (for severely impacted wax), persistent tinnitus, perforation of the eardrum, hearing loss and infection. To keep the risk of infection to a minimum, all equipment used in the ear is sterilised or single-use. However, there is always a risk that infection may occur once out of the practitioner's care. Please contact the clinician for a follow-up visit should you experience any discomfort or worrying symptoms. The CE marked suction unit is designed to remove fluids from the airway or respiratory support system and infectious materials from wounds. It has been adapted for the use of aural micro-suction. By agreeing to these terms and conditions, you accept that you have read and understood the possible complications that may occur and agree that the hearing specialist cannot be held responsible for them. I also understand that the provider of this digital form is in no way responsible for the clinician's practice.

The answers you provide will be stored along with other patient data and held as part of your case history. It will only be shared with other medical professionals where it helps with further assessment or treatment. It will never be used for marketing purposes and the form doesn't hold any contact details anyway.

I have read and understood the terms and conditions above and am willing to be bound by them.